

ST. LOUIS COUNTY
CHILD CARE ASSISTANCE
PROGRAM INFORMATION
FOR
PROVIDERS*

***To read or download a complete Minnesota Child Care Assistance Program Provider Guide, please log on to: <http://edocs.dhs.state.mn.us/lfsrver/Legacy/DHS-5260-ENG> OR, call 1 (800) 450-9777, extension 2174, OR call (218) 726-2174**

Revised 07/03/12

KEY PHONE NUMBERS

Provider Assistance General Questions

Sue Marsy Duluth 726-2174 or
 Range 1-800-450-9777, ext 2174

Child Care Resource and Referral

1-800-890-5399

Child & Teen Checkup Program

Duluth 725-5210
Range 749-0600

Family Child Care Licensing Staff

Duluth 726-2159 or 1-800-450-9777 ext 2159
Range 742-9528 or 1-800-450-9777 ext 9528

Health Care Access Office

Duluth 218-722-9650

Information and Referral Services

All areas call: 211 (from land line only)
 1-800-543-7709 (from cell phone)

Initial Intervention (Child Protection)

Duluth 726-2012
Range 749-9762 or 1-800-450-9777

CONSUMER PRODUCT Safety Commission

www.cpsc.gov OR (800) 638-8270

I. INTRODUCTION AND PROGRAM INFORMATION

A. Program Definitions

The Minnesota Child Care Assistance Program (CCAP) helps families pay for child care in order to work, look for work, or attend school. The CCAP program is available in all Minnesota counties and families may apply at county human service offices. The CCAP program includes these three subprograms:

- **MFIP Child Care:** for families who receive assistance through the Minnesota Family Investment Program (MFIP) or the Diversionary Work Program (DWP).
- **Transition Year Child Care:** is available to families for a full year after their MFIP case closes. If there is a waiting list for the Basic Sliding Fee Child Care Program, you may get help from this program for more than a year.
- **Basic Sliding Fee Child Care:** for other families with low incomes who meet the program requirements.

B. How to Apply

In St. Louis County, applications are taken for these programs at these three county offices:

Government Services Center- 1st Floor (Central Client Area)
320 West 2nd Street
Duluth, MN 55802

Northland Office Building – 2nd floor
307 South 1st Street
Virginia, MN 55792

St. Louis County Public Health & Human Service Dept
Hibbing Courthouse Annex
1814 East 14th Ave
Hibbing, MN 55746

Applications may be done in person or by mail. To apply by mail, call 726-2101 in Duluth, and ask for the worker of the day. In Virginia and Hibbing, contact the worker according to the alphabetical listing in Addendum B.

C. Communication Process

This section provides a guide for contacting agency staff, and information regarding what parents and providers can expect from staff in terms of communication and time frames.

Customer Service Principles: The agency customer service policy states: “as a client and customer, you can expect to receive professional services and clear information respectfully, courteously and in a timely manner.” Staff in the child care unit will observe these principles, and will also expect professional courtesy and mutual respect in interactions with parents, providers and staff of other agencies. If individuals feel that these policies are not being followed, the agency has a Customer/Client complaint procedure which gives two options. The first choice is to talk to the supervisor of the employee who is working with you. The supervisor will work with you to resolve the complaint. The second choice is to speak with a Service Representative, who is an employee from the Department who has volunteered to help resolve complaints.

Phone calls: The child care unit will return all phone calls within 3 business days. The large majority of calls are returned either the same day or the next day. Occasionally, when call volume is high, or when staff attend required meetings or training, the call response time is delayed. Staff will receive calls regarding eligibility issues only from parents or their legally authorized representatives. The child care unit also has staff who specialize in provider registration and provider support. These workers will respond to calls from providers concerning the provider’s information on the MEC2 payment system, and general questions concerning billing forms and payment policies. Calls regarding the timing of payments (such as “has the State issued my check?”) will be returned as time allows. The majority of payments are issued by the State within two weeks of when the billing form was sent in. However, State and County policy allows 30 days to make a payment from the time a complete and accurate billing form was received.

Application Processing: Applications are usually processed within two weeks of when they are received by the child care unit if all verifications and supporting documents have been received. For families on MFIP, a plan from the Employment Services agency must be received before child care can be authorized. The State law allows 30 days for processing applications, after a complete application has been received at the agency.

AGENCY CONTACT PHONE NUMBERS:

Child Care Workers: For alphabetical list, see Addendum B.

Provider general information and Legal Non-Licensed registration:
Sue Marsy, 218-726-2174

Provider name and/or address change information on MEC2:
Tina Garrett, 218-726-2092

Child Care Unit Supervisor: Susan Sauls, 218-726-2108

Director, Child and Family Services Division: Dick Pingry, 218-749-9756

Customer Service Representatives/Public Health and Human Services Department
Administration 218-726-2096

St. Louis County Toll free: 1-800-450-9777 to reach any of the above staff

Addendum A**MAXIMUM CHILD CARE RATES****Child Care Centers**

(Effective November 28, 2011)

| | <u>Hourly Rate</u> | <u>Full Day Rate</u> | <u>Weekly Rate</u> |
|------------|--------------------|----------------------|--------------------|
| Infant | \$3.15 | \$31.55 | \$155.03 |
| Toddler | \$2.99 | \$29.97 | \$147.27 |
| Preschool | \$2.90 | \$28.92 | \$142.11 |
| School Age | \$2.99 | \$29.97 | \$149.86 |

Age Categories – Center

| | |
|------------|---|
| Infant | 6 weeks to 16 months* |
| Toddler | 17 months to 33 months* |
| Preschool | 34 months to first day of Kindergarten* |
| School Age | Is at least of sufficient age to have attended the first day of Kindergarten within the next 4 months (May 10) through age 12** |

Licensed Family Child Care Providers

(Effective November 28, 2011)

| | <u>Hourly Rate</u> | <u>Full Day Rate</u> | <u>Weekly Rate</u> |
|------------|--------------------|----------------------|--------------------|
| Infant | \$2.62 | \$26.30 | \$131.45 |
| Toddler | \$2.37 | \$23.65 | \$118.31 |
| Preschool | \$2.37 | \$23.65 | \$118.31 |
| School Age | \$2.37 | \$23.65 | \$118.31 |

Age Categories – Licensed Family Child Care Provider

| | |
|------------|--|
| Infant | 6 weeks to first birthday (12 months) |
| Toddler | From 12 months to 24 months |
| Preschool | 24 months to 4 months before Kindergarten |
| School Age | 4 months before Kindergarten but younger than 11 years** |

Legal Non-Licensed ProvidersEffective November 28, 2011 Hourly Rate

| | |
|------------|--------|
| Infant | \$1.78 |
| Toddler | \$1.61 |
| Preschool | \$1.61 |
| School Age | \$1.61 |

Age Categories – Legal Non-Licensed Provider

| | |
|------------|---|
| Infant | Birth to first birthday (12 months) |
| Toddler | From 12 months through 24 months |
| Preschool | 24 months to 4 months before Kindergarten |
| School Age | 4 months before Kindergarten to 13 years |

Registration Fee - Centers and Family Child Care - - - - - Maximum fee: \$25.84

***NOTE: Registration fess may be paid up to two (2) times in 12 months, per child.**

***Child Care Centers:** a child may be designated as an “infant” up to the age of 18 months, a “toddler” up to the age of 35 months, or a “preschooler” at the age of 31 months for purposes of staff ratios, group size, and programming, if the parent, teacher, and center director determine that the designation is in the best interest of the child.

**** CCAP’s definition of child,** Minnesota Statutes 119B.11 Subdivision 4, allows CCAP participation and payment for children through age 12 or age 14 if there are special needs. The parent must document the condition related to the special need.

Note: These definitions are found in Minnesota Statutes 245A.02, Subd. 16 and 19 and are enforced by Minnesota Department of Human Services – Division of Licensing.

Accreditation Rate Differential:

Family child care providers (both Licensed and Legal Non-Licensed child care providers) or child care centers will be paid a 15 percent differential above the maximum rate, up to the actual provider rate, if the provider or center holds a current early childhood development credential or is accredited. If you or your program meets these criteria, each county or designated agency making CCAP payments must have verification from the provider on file. Contact Tina Garrett at 726-2092 to request this rate. The county will reimburse the higher rate effective the date of receipt of the form and valid credentials.

**ST. LOUIS COUNTY PUBLIC HEALTH AND HUMAN SERVICES
CHILD CARE ASSISTANCE WORKERS**

****Susan Sauls, Child Care Services Supervisor726-2108**

DULUTH CHILD CARE WORKERS

Duluth - - General Phone Number . . . 726-2101 Fax 726-2584

Diane J – 726-2113 (wkr 614) All cases A-C

Marsha N – 726-2170 (wkr 619) All cases D-H

Joan R – 726-2145 (wkr 659) All cases I-Me

Marcia M – 726-2138 (wkr 814) All cases Mf-R

Tim K – 733-2780 (wkr A11) All cases S-Z

Sue M – 726-2174 (wkr 533)

LNL Registration and MEC2 trouble shooter for providers/billing issues for St. Louis County

Tina G - 726-2092 Provides name/address/phone change information on MEC2

RANGE CHILD CARE WORKERS

VIRGINIA - - - General Phone Number . . . 749-7137 Fax 749-7123

Diane V - 742-9506 (wkr 852) All cases A-Li extension 7506

Judy W - 749-9746 (wkr 646) All cases Lj-Z extension 7746

HIBBING- - - General Phone Number 262-6000 Fax 262-6049

Clarice S - 262-6024 (wkr 774) All cases A-L extension 8324

Julie B - 262-6056 (wkr 634) All cases M-Z extension 8356

St. Louis County Toll Free - 1-800-450-9777 plus Name or Extension Number

CHILD CARE RESOURCE AND REFERRAL

District Office: 1-800-890-5399

OR mnchildcare.org

Changes in state law that may affect Child Care Assistance Program providers and families Child Care Assistance Program (CCAP)*

Why am I getting this notice?

You are getting this notice because you are a family receiving child care assistance, or you are a child care provider who cares for children of families on the Child Care Assistance Program.

What are the changes and when do they start?

Starting March 5, 2012:

1. **The Child Care Assistance Program cannot make child care payments to someone who lives in the same home as the child.**

If you are a family on the program and your child care provider lives with you, you must choose a new provider before March 5, 2012.

2. **Payments cannot be made for child care in the child's home unless approved by the Child Care Assistance Program.**

Payments for child care in the child's home can **only** be made if:

The child's parents work or go to school out of the home,

and

Child care out of the home is not available;

or

A child being cared for has an illness or disability that would make it hard for the family to take the child to a child care home or center.

If you are a family getting child care assistance and your child care is in your home, you must change your child care. If you think you meet the conditions to have child care in your home, call your worker.

Starting April 16, 2012:

Child care payments for one day cannot be more than the daily rate. Child care payments for one week cannot be more than the weekly rate.

If you are a child care provider who cares for a child more than 10 hours in a day or more than 50 hours in a week, your child care assistance payments may go down. If you are a family with a child in care for more than 10 hours in a day or more than 50 hours in a week, you may owe your provider more money.

Starting September 3, 2012:

Higher payments for child care at night or on weekends will end.

If you are a child care provider who cares for a child nights or weekends, your child care assistance payments may go down. If you are a family with a child in care nights or weekends, you may owe your provider more money.

Starting September 3, 2012:

Payments for activity fees end.

If you are a child care provider who charges activity fees, your child care assistance payments may go down. If you are a family and your provider charges activity fees, you may owe your provider more money.

Starting January 1, 2013:

- 1 The Child Care Assistance Program will not make absent day payments to legal nonlicensed (LNL) family child care providers. The Child Care Assistance Program will only pay for 10 absent days a year per child at a licensed provider or a license exempt center. There are no exceptions to the 10 day limit.**

If you are a legal nonlicensed family provider, the Child Care Assistance Program will no longer pay for days a child is absent. If you are a licensed family provider or a center, the program will only pay for up to 10 absent days per child per year. If you are a family with a child in care and your child is absent, you may owe your provider more money.

- 2 The Child Care Assistance Program will not make payments to a child care center if more than half the children at the center are children of the center's workers or live with center workers.**

If you are a child care center that hires the parents of children you care for, you must be sure that no more than half of the children you care for have a parent or household member working for you. If you are a family with a child in care and you work for the child care center your child attends you may need to choose a different child care center.

What if I have questions?

If you are a family who gets child care assistance, call your Child Care Assistance Program worker. If you are a child care provider who cares for children of families that get assistance, call the family's Child Care Assistance Program worker or a worker the county has told you to call.

*This addendum contains information obtained from DHS Form No.: DHS-6467-ENG

More relevant changes in state law that may affect Child Care Assistance Program providers:

Child Care Provider Maximum Rates

Effective October 31, 2011, legislative changes to Minnesota Statutes, section 119B.13, subdivision 1 and 1a, reduced all maximum child care provider rates by 2.5%. Maximum registration fees were also reduced by 2.5%. Additionally, the maximum rate paid to legal nonlicensed family child care providers is reduced from 80 percent to 68 percent of the county maximum hourly rate for licensed family child care providers. **This provision was implemented November 28, 2011.**

Note: Refer to Addendum A for the current maximum rates.

Registration requirements for legal nonlicensed (LNL) family child care providers

Effective November 1, 2011 for LNL family child care providers registering for a new CCAP authorization, and **January 1, 2012** for LNL family child care providers with an existing authorization, Minnesota Statutes, section 119B.125, subdivision 1b, requires LNL family child care providers to complete First Aid and CPR training prior to authorization for CCAP payments.

Additionally, upon subsequent renewal of a provider registration period a provider must provide verification of at least 8 hours of additional training listed in the Minnesota Center for Professional Development Registry.